



# Grosse Pointe Shores Department of Public Safety

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KENNETH V. WERENSKI, CHIEF

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## **News Release**

### **Text to 9-1-1 Service Launches in Grosse Pointe Shores**

#### **- Call when you can; Text when you can't. -**

**Grosse Pointe Shores, Mich.** — Grosse Pointe Shores Public Safety Department and Peninsula Fiber Network, LLC (PFN) announce that Grosse Pointe Shores residents will have access to emergency text messages from wireless devices to 9-1-1. Beginning Tuesday November 30, 2021, individuals anywhere in the Grosse Pointes and Harper Woods will be able to send a text message to 9-1-1 in an emergency.

"We are pleased that we are able to launch this service in Grosse Pointe Shores," said Chief Kenneth Werenski, Director of Grosse Pointe Shores Public Safety Department. "Calling and speaking with a dispatcher is still the best way of reaching emergency services but that is not always an option."

Texting to 9-1-1 is a critical service that will benefit anyone who is not able to speak due to an emergency such as a home invasion or an abusive partner. It is also intended to help individuals who are deaf, hard of hearing, or have a speech disability. It can also be a benefit in areas where wireless service is limited.

"Please remember to **Call when you can; Text when you can't**", said Director Ken Werenski. There are a few important tips to remember when texting to 9-1-1. Send brief messages without using abbreviations or slang. Be prepared to communicate your exact location and the emergency help that is needed. Stay with your wireless device and be prepared to answer questions and follow instructions from the 9-1-1 dispatcher.

Grosse Pointe Woods Public Safety Dispatch has been working with Peninsula Fiber Network, LLC (PFN) to bring Next Generation 911 services to Grosse Pointe Shores. "We have worked closely with the Grosse Pointe Woods Public Safety Dispatch to implement a system that is capable of supporting new technologies such as texting to 911" said Scott Randall, General Manager of Peninsula Fiber Network, LLC (PFN). "The 911 network is designed to be *fully redundant, resilient and survivable* as defined by the latest FCC guidelines."

Peninsula Fiber Network, LLC is a joint venture between Baraga Telephone Company in Baraga Michigan and Hiawatha Communications Incorporated in Munising Michigan. The company provides wholesale and retail transport services, voice and high-speed broadband internet transit throughout the Michigan and Wisconsin.

Kenneth V. Werenski  
Director of Public Safety